

# Little Traverse Bay Bands of Odawa Indians

7500 Odawa Circle Harbor Springs, MI 49740

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## Job Posting

**Job Title:** Contract Health Administrative Assistant  
**Department:** LTBB Health Department  
**Reports To:** Assistant Health Director / Health Director  
**Status:** Non-Exempt  
**Salary Range:** \$10.97 - \$14.84 per hr. / (\$22,820 - \$30,874) Annual  
**Level:** 2  
**Open:** 1/28/2011  
**Close:** 2/18/2011

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### SUMMARY

Position is responsible for receptionist duties for the LTBB Contract Health Services. Assists with patient registration into the RPMS computer system, Contract Health Referrals, and prescription authorizations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Answers incoming phone calls for Contract Health.
- Takes phone calls for medication refills and after verifying eligibility sends authorizations to the appropriate pharmacy.
- Enters referrals received from the clinic into the RCIS system for Managed Care review.
- Makes non emergent appointments to specialty providers as referrals are sent from the clinic.
- Notifies patients by phone with their referral date and time
- Responsible for logging and filing Contract Health Services mail on a daily basis.
- Maintains a professional and friendly demeanor when talking with patients.
- Completes Patient Registrations in to the RPMS system for LTBB Health Services.
- Provides assistance to patients in applying for alternate medical payer resources that they may be eligible for.
- Files documents in patient CHS files and on computer system.
- Abides by HIPPA policies pertaining to protected, personal health information keeping it in strictest confidence as required by law.
- Assists patients with referrals to other health services as necessary.
- Serves patients by answering questions about LTBB health services policies, processes and eligibility.
- Assists dental clinic with phones when needed and requested by supervisor.
- Contributes to Health Department operations by adhering to departmental policies and procedures.

### EDUCATION and/or EXPERIENCE

High School diploma/GED plus one year working in office setting required. Medical office experience preferred.

### SKILLS AND ABILITIES

Must be able to establish and maintain working relationships with clients and the public. Must be friendly and personable and have excellent phone skills. Must be computer proficient. Must be able to travel for training and conferences. Must be willing to flex their schedule if the needs of the department require it.

**CERTIFICATES, LICENSE, REGISTRATIONS**

Must have a valid Michigan driver's license, reliable transportation and have an insurable driving record.

**COMMENTS**

Indian preference will apply. Individual must be able to pass a criminal background investigation.

